



# About...

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AGING & ADULT SERVICES

WINTER 2003 VOL. 1 NO. 1

## Director's Message

I am pleased to address you through All the new DAAS newsletter. It is my hope it will be a communication tool to share the work and challenges we are facing in our city and people with disabilities in our city.

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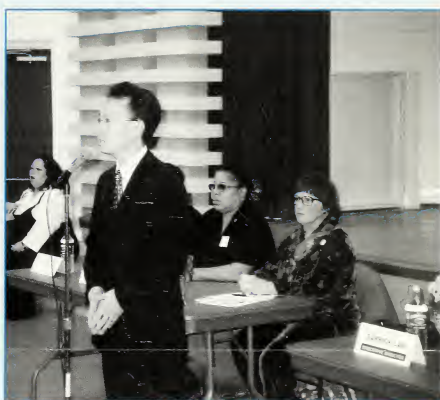
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Even with this extraordinary language demand, I am pleased to say that DAAS manages to provide an extremely wide range of services. The gamut runs from activities for high-functioning seniors to food and nutrition programs, from legal services to elder abuse services, conservatorship and estate investigation.

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Just one example: At our Office on Aging, 10 Resource Centers for Seniors and Adults, and in our various community centers, a total of 21 different languages are

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# All About...

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WINTER 2003 VOL. 1 NO. 1

## Director's Message

I am very pleased to address you through All About..., the new DAAS newsletter. It is my hope that this will be a communication tool to share the wonderful work and challenges we are facing in serving seniors and people with disabilities in our city.

As you know, San Francisco is wonderfully unique among American cities. We have an incredibly diverse population of Asians, Pacific Islanders, Latinos, African-Americans and Native Americans, as well as those of European descent. In addition to the many races, nationalities, languages, religions, lifestyles and philosophies that make up this melting pot by the Bay, San Francisco is home to a large number of seniors. Almost a fifth of its total population of approximately 780,000 is over the age of 60. This percentage is significantly higher than the state or national average. Furthermore, the City's older Lesbian, Gay, Bisexual and Transgender (LGBT) citizens account for 10%-25% of those over 60.

Although this widely admired diversity accounts for much of the richness of San Francisco culture—religion, politics, music, food, architecture—it also presents us, as service providers, many challenges that a more homogeneous population does not. Just one example: At our Office on the Aging's 10 Resource Centers for Seniors and Adults With Disabilities, a total of 21 different languages are

spoken, an even dozen at Resource Center #4 alone. Our large number of monolingual seniors requires a language capacity far greater than what most any other city faces.

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*Mayor Willie Lewis Brown, Jr.*

## Mayor's Message

I would like to take this opportunity to congratulate the San Francisco Department of Aging and Adult Services on the first issue of *All About...*, its official newsletter. It is my hope that *All About...* will keep all of us informed and up-to-date on what's being done—and what needs to be done—to better serve our city's seniors and people with disabilities.

As those of you who work with older adults are aware, San Francisco is home to a larger population of seniors per capita than almost anywhere else in the nation, an estimated 18% to 20% of its 780,000

citizens. Within this diverse group are seniors from many lands and many cultures with disparate beliefs, who speak a variety of languages. This great resource also presents great challenges, especially during difficult economic times.

Fortunately, the Department of Aging and Adult Services has repeatedly met those challenges by reaching out with a wide array of services to our seniors and disabled persons in need. Although there may be gaps yet to be filled, you have all given your utmost to foster the well-being of San Francisco's vulnerable citizens.

It is with this same well-being in mind that I am pleased to announce the first Mayor's Summit on Aging, to be held in conjunction with the Department of Aging and Adult Services, on May 27, 2003, at the War Memorial Building on Van Ness Avenue. This Summit will explore the increasingly important role of the city in planning and providing long-term care options for older adults and in expanding needed home and community-based services. Hopefully, it will keep San Francisco pointed in the right direction to ensure the brightest possible future for our city's seniors.

--Mayor Willie L. Brown, Jr.



# Department of Aging and Adult Services

The Department of Aging and Adult Services (DAAS) is the Area Agency on Aging for the City and County of San Francisco. In this capacity, DAAS is specifically charged with planning, coordinating, providing and advocating for community-based services for elderly and functionally impaired adults. DAAS includes the Office on the Aging, Public Guardian-Public Conservator, Public Administrator, Adult Protective Services, County Veterans Service Office and Intake and Service Coordination (under development).

The mission of DAAS is to assist older and functionally impaired adults and their families to maximize self-sufficiency, safety, health and independence so that they can remain living in the community for as long as possible and maintain the highest quality of life.

DAAS coordinates an integrated, comprehensive range of social, mental health and long-term care services that fosters independence and self-reliance in the most enriching environment. DAAS protects the rights and assets of those who are no longer able to care or advocate for themselves, and the rights and assets of the deceased.

## Department Goals:

- Create and sustain a coordinated, consumer-responsive service delivery system for older and functionally impaired adults.
- Ensure the provision of compassionate high-quality, efficient and fiscally responsible services, within the limits of federal, state and local codes and ordinances.
- Make services more accessible and affordable for consumers with multiple needs.
- Provide advocacy for older and functionally impaired adults, veterans and families.



*The Registration Crew at the third Town Hall Meeting—front row, l to r: Institute on Aging's Basil Lee, DAAS's Joanne Holland, OOA Program Analyst Ilene Shaw. Back row (l to r): OOA Nutritionist Stella Wu-Chu, DAAS Strategic Planner Jennifer Coffey, AARP sponsor Carmelita Tursi and OOA Nutritionist Linda Lau.*





*Senior consumer Sox Kitashima gives testimony at the second Town Hall Meeting at the First Unitarian Universalist Church on Oct. 23, 2002. Over 400 people attended this event.*

## Public Guardian-Public Conservator

The Public Guardian (PG) Unit operates under the authority and direction of the Superior Court to provide conservatorship of person and estate for disabled San Francisco residents with no family who are substantially unable to provide for their own personal needs of food, clothing, shelter or medical care and/or are unable to manage finances or resist fraud or undue influence. Responsibilities of the PG conservator include: developing a care plan for both immediate and long-term care; collaborating, conferring and advocating on behalf of the conservatee; and managing finances, as well as marshalling and protecting assets. PG conservatorships are generally for life.

## Office on the Aging

The Office on the Aging (OOA) manages contracts with 44 community-based organizations and two public agencies to provide a range of programs and services that target frail, low income and cultural/racial/ethnic minority groups of elders, including elderly lesbian, gay, bisexual and transgender persons. The programs and services include nutrition programs, paratransit, senior centers and naturalization services. The OOA supports bilingual/bicultural services that can increase access and reduce barriers to services, including ten Resource Centers for Seniors and Adults With Disabilities.

The Public Conservator (PC) Unit operates under the authority and direction of the Superior Court to provide mental health conservatorship services for San Francisco residents. Mental health conservatorship is a legal procedure that appoints a conservator to authorize psychiatric treatment of a person of any age (conservatee) who has been referred by a psychiatric hospital and found by the Court to be gravely disabled (unable to provide for food, clothing, or shelter) due to mental illness and is unable or unwilling to accept voluntary treatment.

PC provides reports to the Court for placement, psychosocial evaluations, medical consents, psychiatric medication consents, supervision of treatment, advocacy, placement and case management of conservatees placed outside of San Francisco County. PC conservatorships are generally short-term.

The Office of the Public Administrator (PA) administers the estates of deceased San Francisco residents when no family members are able or willing to act, when required by the CA Probate Code and when appointed by the Superior Court. The CA Probate Code obligates the Public Administrator to search for family members and wills, to arrange for disposition of remains, and to locate and secure estate assets. The Attorney for the Public Administrator oversees the filing of petitions and other documents with the Superior Court and provides ongoing legal support. The PA, upon appointment as administrator, manages all assets, collects creditor claims, reviews taxes, and provides all services necessary to administer each estate through distribution to heirs/beneficiaries.



*Terrific Team: APS Supervisors (l to r) Cindy Bircher, Teresa Guillen, Larry Pickard, Miriam Chase, Sara Stratton and Edith Chan-Lee were honored as DAAS's Employees of the Month for December for their tireless efforts and outstanding work.*

## Adult Protective Services

Adult Protective Services (APS) assists elders (65+) and disabled/dependent adults (18-64yr) who are abused or neglected or at risk of abuse or neglect. The abuse may be physical violence, sexual assault, financial exploitation, neglect by others or self, abandonment, or emotional harassment and intimidation. APS is available 24-hours/day, 7-days/week to receive and respond to reports of abuse. They provide short-term case management and crisis intervention services for victims, connecting the individuals to the services needed to stop the abuse and ensure their on-going safety. Services include: emergency shelter/in-home protection, counseling and tangible services. APS services are provided at no cost and have no income eligibility restrictions. The services are voluntary; individuals may refuse them.

## County Veterans Service Office

The County Veterans Service Office (CVSO) assists veterans and their dependents in obtaining U.S. Department of Veterans Affairs' benefits and entitlements. The CVSO represents veterans, their dependents and survivors during the benefits claims process. One of the main goals of the CVSO is to provide outreach and service to homeless veterans.

### Intake and Service Coordination

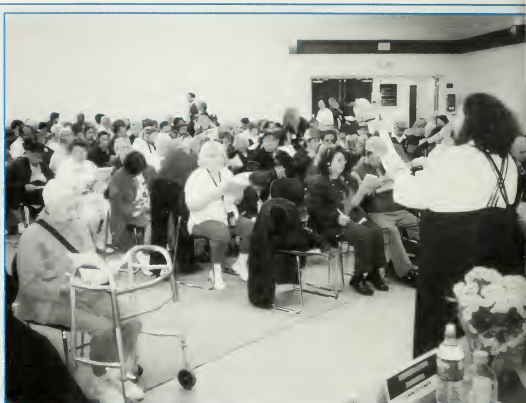
(Under development)

#### Representative Payee Program

The Representative Payee program manages money for frail elderly and adults with mental illness to ensure that their daily living needs are met to maintain their well-being and independence. These services are voluntary and the consumer must have a case manager to be eligible.

#### Senior Information & Referral

Senior Information and Referral provides 24-hour information, referral and assistance for seniors, caregivers and community-based organizations serving seniors and disabled adults.



*OOA Program Analyst Maria Guillen reviews survey questions with the audience at the third Town Hall Meeting.*

### SF-Getcare

SF-GetCare is the web-based information system of DAAS designed to assist older and functionally impaired adults, and their families, who need to locate supportive services and resources to help themselves or a loved one to continue living at home and in the community. By using this website ([www.sfgetcare.com](http://www.sfgetcare.com)), information about San Francisco's in-home and community-based services, plus social, volunteer and job training opportunities, can easily be obtained. ▲



Moreover, it's important to remember that DAAS is a young department, having only come into existence in July of 2000, barely 2-1/2 years ago. In that time, we've grown to include Office on the Aging (OOA), Adult Protective Services (APS), Public Administrator (PA), Public Guardian-Public Conservator (PG/PC), County Veterans Service Office (CVSO), Legal, Rep Payee, Information Services, Finance, Planning, Personnel and Intake and Service Coordination. Negotiations are currently underway to add In-Home Supportive Services to our ranks as well.

Right now is a very important and exciting time for DAAS. As our units merge more and more into one department, both figuratively and literally, we are building a compassionate, accessible system, where there are "no wrong doors" for our senior and disabled consumers. No matter how or where they encounter us, they will soon be on the right path to being served. We are discovering that by joining our minds and resources together, we are, indeed, creating a whole greater than the sum of its parts—in addition to cutting costs and reducing duplication of efforts. Sitting at the same table, working toward the same goals, we are much more likely to "provide humane and protective services for vulnerable adults...and to develop and support community-based systems of care" than if our main focus is on one specific area to the exclusion of others.

Toward that end, I will soon be instituting a new program by which DAAS employees will be able to spend two half-days a year with any staff member whose job interests them. By learning to understand and appreciate each other's work, we become more united, much more of a team, as a result.

On May 27, 2003, Mayor Willie Brown will be hosting a Summit on Aging at Herbst Theatre. The Summit will explore the increasingly important role of the City—and DAAS as its flagship agency on aging—in planning and providing long-term care options for older adults and the necessity of expanding much-needed home and community-based services. As DAAS moves forward, larger yet more streamlined than before, we are poised to become the leader in long-term care in the City and County of San Francisco and, most importantly, have a lasting, positive impact on our vulnerable citizens now and in the future.

--Darrick Lam



*DAAS Executive Director Darrick Lam with Advisory Council members Lee Jessor and Betty McQuiston and Aging and Adult Services Commission President Vera Haile at the second Town Hall Meeting.*

## For Future Reference...

- Senior Information & Referral

(800) 510-2020

(415) 626-1033

- [www.sfgetcare.com](http://www.sfgetcare.com)

- County Veterans Service Office

875 Stevenson Street, Suite 250

San Francisco, CA 94103

Phone: (415) 554-7100

Fax: (415) 554-7101

CA: (800) 807-5799

[sfcvso@sfgov.org](mailto:sfcvso@sfgov.org)

- Adult Protective Services

(415) 557-5230

(800) 814-0009

- Public Administrator, Public Guardian-  
Public Conservator

77 Otis Street

San Francisco, CA 94103

Phone: (415) 355-3555

- Department of Aging and Adult Services

Administrative Offices

25 Van Ness Ave., Suite 650

San Francisco, CA 94102

Phone: (415) 864-6051



### Department of Aging and Adult Services

25 Van Ness Ave., Suite 650

San Francisco, CA 94102



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# All About...

SAN FRANCISCO DEPARTMENT OF AGING & ADULT SERVICES

SPRING 2003 VOL. 1 NO. 2

## Director's Message

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As you are all no doubt aware, May is Older Americans Month. The theme for this year's celebration of our older adults and their contributions to our country is "What We Do Makes a Difference," which pertains not only to our seniors but to the people who serve them as well.

What you may not be aware of, however, is that Older Americans Month was first established in 1963 by then President John F. Kennedy as "Senior Citizens Month." (President Jimmy Carter changed it to its current title in 1980.) This year marks its 40th anniversary.

Forty years ago, only 17 million living Americans had reached their 65th birthdays; about a third of them lived in poverty, and there were few programs to meet their needs. Since then, we have made great strides not only in addressing the problems our older adults face but also in recognizing their considerable strengths and all that we can learn from them. Their visibility as a vital and vibrant segment of our society has greatly increased.

A new addition to Older Americans Month is Older Americans Mental Health Week, which takes place during the last full week of May. One-in-five (20%) older Americans has a diagnosable mental illness, but less than one-fourth of them get any type of treatment. Too often, mental illness is thought of as "a normal part of aging."

However, as the Administration on Aging notes, "Depression, anxiety and substance abuse are not a normal part of aging, and there is no reason that people who are aging cannot continue to grow, thrive and enjoy their 'golden years.'" Older Americans Mental Health Week provides the opportunity for national,

state and local organizations and providers to educate the public and the policymakers that mental illness among older adults is "real, common and treatable."



*DAAS Executive Director Darrick Lam in his office at 25 Van Ness Avenue.*

All across the United States, Older Americans Month is celebrated in speeches and ceremonies, at fairs and other such events. On a local level, I am happy to inform you that the DAAS Advisory Council on Aging is sponsoring a Mother's Day Concert and Variety Show in the Golden Gate Park Music Concourse Band Shell on Sunday, May 11th, from 1 to 3 p.m. The show will feature the delightful Ethel Merman Memorial Chorus, the San Francisco Municipal Band and various local senior performance

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## On the Case

### New Program Links Seniors With Services

by *Ronnie McFarland*

The San Francisco Fire Department (SFFD) responds to nearly 75,000 requests for Emergency Medical Services (EMS) each year. Approximately 20% (15,000) of these requests come from people 65 or older. These seniors call with complaints ranging from life-threatening emergencies to problems arising from unmet psychosocial needs. Due to the lack of appropriate services, some of these elderly patients come to rely on EMS as their primary



*DAAS Senior I&R Specialist Ronnie McFarland plays an integral part in the Elderly Case Finder Program.*

source of care, resulting in patterns of frequent 911 use. The only option for EMS workers, who have no ability to connect these high-need patients to services other than those for elder abuse, is to transport these seniors to already overcrowded hospital Emergency Departments.

In an effort to address the needs of this population, the SFFD has joined with DAAS to

create an EMS-based Elderly Case Finder Program. Representatives from the Department of Public Health, Adult Protective Services, Meals on Wheels, Italian-American Community Services Agency and Catholic Charities, along with those from SFFD and DAAS Information and Referral, are formulating this program. They have been meeting monthly to design both the referral mechanism and training curriculum. Currently, the SFFD and DAAS have been utilizing a pre-pilot referral system to test out the program. The following are actual case histories, illustrating just some of the results so far.

A 65-year-old woman with a history of hypertension and spinal problems—her main problem was difficulty ambulating—called 911 for EMS assistance approximately 30 times in one year. Her calls were primarily for assistance and did not require transport to the emergency room. An EMS referral to DAAS I&R resulted in a referral to community-based case management in-home support services. When the woman's daughter arrived from out-of-state expecting the worst, she found that her mother was instead enjoying all the in-home care she required.

A 63-year-old woman with a medical history that included cholecystitis, lymphoma, bilateral leg cellulitis and bi-polar disorder had called EMS four times in a two-month period, usually for a citizen assist that did not result in transport to the hospital. An EMS referral to DAAS I&R resulted in a home visit by an I&R specialist. What was immediately apparent was that this senior was severely obese and had difficulty ambulating with a walker through her small one-bedroom apartment. With the help of a case manager and the woman's apartment manager, she was relocated to a larger street-level apartment, and her home health R.N.'s hours were increased.

A 69-year-old man whose medical history was unknown or unavailable utilized EMS services 12 times in seven months. The man complained of shortness of breath, and his calls for assistance never resulted in transport to the hospital. EMS related that after their arrival, he would complain of panic attacks brought on by anxiety. The I&R specialist who followed up this referral with a visit found that the SRO this man lived in had an in-house social worker. However, the social worker had never been informed of the

*continued on page 7*

# Employee Spotlight

**Maria Guillen** - Office on the Aging (OOA) Program Analyst  
Maria Guillen was honored as DAAS Employee of the Month for January. In choosing her for this honor, OOA Program Manager David Newcomer cited Ms. Guillen's "outstanding work as lead staff for the OOA's comprehensive community-wide needs assessment." This work included organizing and putting on three

Town Hall Meetings in October 2002 that drew over 1000 seniors and adults with disabilities; conducting a written needs assessment survey in multiple

languages for those in attendance; and writing the Executive Summary and coordinating the 60-page Needs Assessment Summary Report. Ms. Guillen, who came to the DPH in 1989 and worked for nine years as a senior I&R specialist before becoming a program analyst five years ago, was also commended for her work as lead staff for the city- and state-funded special senior naturalization project, which at last count had served 673 clients.

In describing the lengthy and complex needs assessment process, she emphasized that "it really took a team effort. I saw it in action, in motion, and that was the only way we were able to do it in such a time crunch. Everyone was clear on their role. The staff was very committed to the end product, and we were proud of our work. Afterward, we spent time discussing the comments seniors had made to us and how valuable our contact with them had proved to be."

On a more personal note, Ms. Guillen has been a San Francisco resident for 32 years. She and her husband of 24 years, Jesse, live in the Eureka Valley section of the city. A woman of many talents, she is a union officer (SEIU 790) and the shop steward for DAAS/OOA. She is also a member of the SF Convention for the Elimination of All Forms of Discrimination Against Women (CEDAW) Task Force, representing the city's unions.



**Ruth Picon** - Office of the Public Administrator Estate Investigator Ruth Picon was honored as DAAS Employee of the Month for February. In choosing her for this honor, Acting Assistant Public Administrator John Foecke lauded her "superior investigative skills" and noted that she "has found family members numerous times when referring agencies were unable to do so."

Mr. Foecke further described her as "diligent in her work and persistent with inquiries that might otherwise go unanswered. She is compassionate and caring and lends valuable expertise, which she gained overseeing a geriatric caseload for 10 years in the Public Guardian Representative Payee Program." He also emphasized her "knowledge of the local Latino community and city resources" that have "helped the unit to provide service and guidance to families, relatives and local agencies."

**Dr. Marcella Holzman, LCSW, Ph.D.** - Office of the Public Guardian-Public Conservator Assistant Public Conservator (Unit 2) Marcella (Marcy) Holzman was honored as DAAS Employee of the Month for March. In

choosing her for this honor, Public Guardian-Public Conservator John Lee

noted that Ms. Holzman is "a longtime employee of the Department and has always



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# APS Fights for Abused Elders and Dependent Adults

## To Serve and Protect

*by Teresa Guillen and Adriana Fierro*

Adult Protective Services (APS) has been in existence a relatively short time. Its origins date back to the 1970s, when programs began to be implemented by states as a means to help neglected, abused and exploited adults. Public adult protective services were identified under Title VI of the Social Security Act as a "system of services...which are utilized to assist seriously impaired individuals, who because of mental or physical dysfunction, are unable to manage their own resources, activities of daily living, or protect themselves from neglect or hazardous situations."

Initially, APS and Child Protective Services (CPS) were funded through the Social Services Block Grant (SSBG). However, most of the money was directed to CPS, with little money allocated for the budding APS program. By the early 1980s, CPS was pulled out of the block grant, and the SSBG was dramatically reduced. As a result, California revised its detailed regulations governing the APS program and replaced them with a brief, vague one-page statement of program requirements.

In 1987, two pilot projects created 24-hour access to APS. The projects provided for investigation of reports of abuse; assessment of the client's need for services; assurance that services are received; crisis intervention; coordination with existing community resources; and programs for elder abuse prevention. As a result of the success of these projects, a bill was proposed in 1988 to implement them statewide.

The bill recommended that the following services be mandated across California: counseling, case management, advocacy, respite care, in-home emergency caretaker, out-of-home transitional care (including emergency shelter), out-of-home placement, money management, transportation, emergency food, and referrals for medical or mental health care, in-home care, rep payee, and conservatorship. The legislation was passed by the legislature but vetoed by the governor due to budget constraints.

The deterioration of APS continued due to underfunding; by 1996, when the County Welfare Director's Association (CWDA) gathered statistics, they found that from 1982 to 1991, the number of people needing services had increased 89%. Of that number, three-fourths of the abused were women; two-thirds of the abusers were family members; and physical abuse was present in 40% of the cases, with one in four victims needing acute hospital care. The average age for abused elders was 78; dependent adults, 41.

Mary Counihan, current manager of San Francisco's APS program, played a vital role in lobbying for changes to APS. She chaired various task force groups in Sacramento. As a consequence, a handful of dedicated people throughout the state battled for years to get recognition of the value and need for protective services. Despite continued reduced funding, they were relentless in their efforts to focus public attention on elder and dependent adult abuse.

One of these dedicated individuals was CWDA Executive Director Frank Mecca, who packaged for Senator Bill Lockyer what eventually became SB 2199. This bill created a statewide 24-hour emergency response APS program, with specific service requirements consistent with the 1988 pilot project recommendations. These included statewide program standards, featuring a comprehensive array of services that expanded the depth and breadth of the mandated reporting laws.

On a local level, despite many obstacles, Ms. Counihan and other dedicated advocates for the aged, through grants and

other funding, created a model APS program that had all the elements of SB 2199 before that bill was law. In fact, other counties, states, and even countries visited San Francisco with hopes of emulating certain aspects of the program.

San Francisco was one of the first counties in California to successfully utilize and maintain an elder shelter; pilot and implement an after-hours program; create an AACTS automated data system; and develop an APS/local police department liaison program. To implement these programs and meet the demands of an ever-burgeoning aging population, Ms. Counihan recognized the need for a higher level of professional staffing. Accordingly, she conducted a mass recruitment throughout the country for master degree social workers. In addition, APS developed an MSW internship program that trains master degree candidates from various educational institutions in the Bay Area.

The average number of new APS clients assisted each month has steadily grown from 155 in 1999, to 214 in 2000, to 239 in 2001. In just two years, the number has increased 54%. Unlike the rest of the country, which has reported a decrease in the number of abuse cases post 9/11, SF's numbers have actually increased. For the first three months post 9/11, the average number of abuse reports was 257.

This increase in the number of elders and dependent adults being reported as abuse victims is significant, especially since the governor's preliminary state budget for 2002-2003 did not include an adjustment for caseload increases. At the same time, it does not take into account the likely dramatic upsurge in the number of elders in the next decade.

Recently, APS merged with other aging programs (i.e., Public Administrator, Public Guardian/Public Conservator, Office on the Aging, County Veterans Service Office, Representative Payee Program and Senior Information & Referral) under the DAAS umbrella. Statewide, other counties have been successful in merging such programs under one department. With restored and increased funding, San Francisco could duplicate these earlier successes and bring well-coordinated services to its clientele.

Mary Counihan believes that all related programs should have the appropriate level of funding to work together in harmony. Hopefully, with intense lobbying efforts and strong advocacy from the entire DAAS program and its attendant communities, funding will not only be fully restored but also increased to its proper level, thereby ensuring both help and hope for all abused people.



*APS Program Manager Mary Counihan has created a model APS program in San Francisco.*

*Teresa Guillen and Adriana Fierro praise their boss's accomplishments: "Mary Counihan is a native San Franciscan. Prior to moving to DAAS, she worked for the Department of Human Services for close to 30 years in positions that ranged from managing a volunteer program to serving as the administrative assistant to the director of CPS. Mary's devotion to and enthusiasm for her life's work with abused elders and dependent adults is also reflected in her life outside DAAS. She is truly passionate about riding horses; spoiling her cat, Skye; and performing in a Scottish dance group for various ethnic dance festivals."*

### *Employee Spotlight - continued from page 3*

worked in the capacity of a Conservator of Person." He praised her as "a calm and reasoned guide to the Department despite outside pressure and chaos."

Ms. Holzman began her career in the social work field at Stockton State Hospital and worked for many years at the State Mental Health Department's Field Office on Geary Boulevard. In her current position, on an administrative level, she assists the Public Conservator with day-to-day operations, as well as the overall strategic planning and implementation of policies.

Mr. Lee described her contribution to DAAS as "manifold. She serves on various boards and committees relating to the treatment of the mentally ill and the development of the department. She keeps the staff informed and up-to-date on the latest clinical research and developments in the treatment of mentally ill individuals. Marcy demonstrates a high personal ethic, by example, as a psychiatric social worker."

A native San Franciscan, Ms. Holzman provides clinical social work services for individuals in the community receiving services from private organizations. She is a member of MENSA and the National Association of Social Work.

**Stella Wu-Chu** - Office on the Aging's Stella Wu-Chu was honored as DAAS Employee of the Month for April. Ms. Wu-Chu, a member of the OOA's Program Team, was recognized for her outstanding work as lead staff for the four Year Request for Proposal (RFP) covering all services funded through the OOA.

Every four years, the Area Agency on Aging is required by the California Department of Aging to undertake an open community-wide proposal process that addresses the emerging needs of seniors and adults with disabilities; sets new funding levels for all services according to federal, state and local funds; and provides bidding opportunities for agencies not currently funded.

Ms. Wu-Chu demonstrated outstanding leadership skills in coordinating the following three-month process: (1) rewriting the RFP boilerplate and application package of 62 pages; (2) revising through 12 drafts the spreadsheet indicating the funding allocation for the 31 service categories in FY 2003-2004; (3) developing the agenda for the Bidders Conference and drafting the questions and answers for the Bidders Conference and potential bidders' questions over the following three weeks; (4) coordinating and scheduling the 31 RFP review panels that rate and rank all proposals; and (5) coordinating the strength and weakness summaries for all program proposals and summary award recommendations to management for review by the Advisory Council, Finance Committee and Commission.



Ms. Wu-Chu has been employed by the OOA for the past 14 years as a nutritionist for the congregate and home-delivered meal contracts. In this capacity, she monitors meal contracts to assure health and safety standards, federal nutrition standards and cost-effective services. She has been an excellent leader in the recent development of both the online Nutrition Risk Screening and Home-Delivered Meal Clearinghouse Prioritization Process, as well as playing a major role in the supervision of nutrition interns.

## *Director's Message - continued from page 1*

groups. The concert is free, and everyone is cordially invited.

In addition, I am very pleased to announce that the Mayor's Summit on Aging will cap Older Americans Month in San Francisco. Mayor Willie L. Brown, Jr., in conjunction with DAAS, is hosting his first-ever Aging Summit on Tuesday, May 27th, at the Herbst Theatre.

The Summit will bring together approximately 900 people, including government officials, corporate executives, foundation representatives, service providers and consumers, who are interested in the many aspects of aging. It will provide the opportunity to address many issues, from the positive aspects of healthy aging to the outlook for long-term care in the 21st century.

The internationally known psychologist, gerontologist and author Ken Dychtwald (*Age Wave*, *Bodymind* and *Age Power: How the 21st Century Will Be Ruled by the New Old*) and famed spiritual teacher and author Ram Dass (*Be Here Now* and *Still Here: Embracing Aging, Changing and Dying*) are the featured speakers. Among the other speakers are former Assistant Secretary for Aging Jeanette C. Takamura, American Society on Aging President Donna Yee, gerontologist and minority aging pioneer Julee Richardson, General Manager of the Los Angeles Department of Aging Laura Trejo and San Francisco State University Gerontology Department Director Brian de Vries (*Narrative Gerontology: Theory, Research and Practice*).

A forum on diversity issues, featuring Yee, Richardson, de Vries and Trejo, has been scheduled for the afternoon session. After this forum, several local older adults from various backgrounds and communities will share their stories of aging in San Francisco and all that has meant for them.

I believe that this Summit will be a landmark event in the history of aging in this City, one that will help lay the groundwork for improvements to the policies and programs that impact our older adults. What a perfect finale to Older Americans Month in San Francisco!

*--Darrick Lam*

## *On the Case - continued from page 2*

resident's frequent 911 calls. After meeting with the I&R specialist, the social worker did a more in-depth needs assessment of the senior and brought in the necessary in-home support services.

SFFD-EMS Captain Niels Tangherlini, an enthusiastic backer of the Elderly Case Finder Program, observes that "EMS workers are the most easily accessible, easily available providers for the elders and the disabled. They know that when they call 911, they will receive professional care. We will respond. That's our mandate." Captain Tangherlini describes EMS providers as being ideally positioned "to see into the homes of the elderly and the disabled who have unmet service needs. We are the perfect case finders for these people, who often have problems ambulating, are at risk for falls, or are suffering from some form of malnutrition." He sees the program's benefits as twofold: "We're making their lives—the seniors and the disabled—better and easier, and at the same time, we're reducing the strain, financial and otherwise, on our own emergency services."

### *All About...*

#### **Department of Aging & Adult Services**

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### *All About...*

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# All About...

SAN FRANCISCO DEPARTMENT OF AGING & ADULT SERVICES

SUMMER 2003 VOL. 1 NO. 3

## Our Most Vulnerable ITS DEPT.

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by Teresa Guillen and Adriana Fierro  
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The San Francisco Board of Supervisors recently passed resolution 682-02 establishing a 12 member **Homeless Senior Task Force**. The purpose of this working group is to address the special needs of this vulnerable population. The Board of Supervisors also passed resolution 352-02, which endorses the creation of homeless shelters, transitional housing strategies, and long-term housing solutions appropriate for the senior homeless population. The Task Force convened in January 2003, meets once a month for an approximate period of eight months, makes policy recommendations for the Board of Supervisors and develops specific proposals to address senior homelessness for adoption by City departments for the fiscal year 2003-2004.



*Homeless Shelter Beds.*

*Photo courtesy of Senior Action Network.*

The 12 member Task Force includes representatives from Department of Aging and Adult Services, Department of Human Services, Department of Public Health, disability and housing specialists, and consumers that are previously homeless or marginally housed. The purpose of the Task Force

is to first consult with homeless seniors, and then to assess existing emergency services, with the eventual goal of preventing homelessness by providing supportive services that include permanent housing.



*Homeless Senior Task Force.*

*Left to Right: John Melone, Dariush Kayhan, Lynne Armstrong, George Smith, Barbara Blong, Edith Chan Lee, Delbert Scott, Gay Kaplan, Merle Malakoff. Absent: Kim Scheon, Mark Trotz*

The Task Force consists of three Sub-Committees that will be responsible for permanent housing, shelters, and programs. The goal of the Permanent Housing Sub-Committee is to secure permanent housing for homeless seniors. The Sub-Committee proposed to fund 100 units of single room occupancy (SRO) housing through the Master Lease Programs. The Department of Human Services and the Department of Public Health create the Master Lease Programs. They take

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## Director's Message

Welcome to the Summer edition of All About... This is a very exciting time for us at DAAS as we move into the new fiscal year. Not only are we moving ahead with growing, changing and providing excellent service to seniors and adults with disabilities in San Francisco, we have physically moved into our new home at 875 Stevenson Street.

Our co-location at 875 Stevenson represents a great step forward in our ability to coordinate, communicate and collaborate as



*DAAS Executive Director Darrick Lam in his office at 25 Van Ness Avenue.*

units within a larger department. We can look at ways to further our integration, as well as consolidating and improving some of our administrative functions. That is not to say that there won't be growing pains during this transition. I urge everyone, as members of the DAAS team, to exercise tolerance and patience with one another as we face the challenges of this time of change.

July also marks the exciting addition of a new unit to our department, the Senior Escort Patrol Program. Senior Escorts accompany seniors on errands, doctor's appointments and other outings. The program was started in Japantown as a crime prevention program to support older adults in moving through their neighborhood without fear of victimization. Over the years, the program has come to provide support to older adults city-wide. I am delighted to welcome them to the DAAS team.

In the last issue of All About...Ronnie McFarland reported on the Elderly Case Finder Program for frequent and high-risk users of 911. I am pleased to announce that the Elderly Case Finder referral line, connecting San Francisco Fire Department Emergency Medical staff to DAAS I&R and APS will begin its official pilot phase on August 1, 2003.

I am pleased to report that the Mayor's Summit on Aging was a tremendous success, thanks in no small part to the support and hard work of many DAAS employees who volunteered on the day of the event to keep things moving smoothly. I received so much praise about the helpfulness, friendliness and competence of our staff volunteers; I am indeed proud. I am also grateful to our generous donors, without whom the event would not have been possible.

To update you on federal, state and local policies affecting aging and adult services, as of July 1, 2003, Older Americans Act programs have been funded at current year levels. In California, the state budget is still at a stalemate. I am optimistic that money will be restored for the Nutrition and Brown Bag Programs. The Senate also passed AB 1476, which appropriates \$727 million to cover shortfalls in Medi-Cal funding. On the local level, DAAS fared well in the recent Board of Supervisors budget hearings. The County Budget Analyst withdrew his recommendations for any further cuts. In addition to the \$500,000 from the Mayor, the Board of Supervisors restored \$610,000 to contracts. I also urged the Board to add \$350,000 to DAAS for the continued implementation of SF-GetCare.

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## "What We Do Makes a Difference"

### Mayor's Summit on Aging

by Jason Adamek

On May 27th, 2003, San Francisco celebrated its first Summit on Aging, entitled "What We Do Makes a Difference." Organized by the Department of Aging and Adult Services, its message was aimed at consumers and providers of elder care services. The all day event was illuminated by speeches and panel discussions on all topics of aging.

The mammoth event began with an introduction by Mayor Willie Brown, Jr. Speaking to an audience of social workers, policy makers, professionals in the field of aging and consumers, Mayor Brown stressed the importance of hosting such an event. He stated that summits are an important tool for shaping city policy, stressing that those listening would help shape those policies. He pointed out that the senior community is the fastest growing sector of San Francisco's population. In addition, he declared that

over population, American society will be more centered on older citizens' needs. Therefore, our current medical system, based on treating acute symptoms, must be redirected to treating

### Thanks . . .

*I would like to acknowledge Bill Haskell for his contribution to this article. The Department of Aging and Adult Services would like to thank The Alzheimer's Association of the Bay Area AARP, American Medical Alert Corporation, The California Endowment, CH Mack Incorporated, Kaiser Permanente, RTZ Associates, Inc., and the San Francisco Community Clinic Consortium for sponsoring the Mayor's Summit on Aging. The department would also like to thank patrons Herbert Chan and Cinna Lui, as well as the Aging and Adult Services Commissioners: Rosario Carrion-DiRico, Raymond del Portillo, Mike DeNunzio, Carolyn Devine, Vera Haile, Joe Lacey, and Veneracion Zamora. Finally, special thanks to the California Council on Gerontology and Geriatrics, and Meals on Wheels for making this event possible.*

chronic conditions such as arthritis, cancer and heart conditions. Dr. Dychtwald also commented that as a society, we must also value older adults more, incorporating their knowledge and energy into the economic, political and social spheres of daily life. He stressed that older adults want to remain active and that their contributions can be invaluable.

Dr. Jeanette Takamura, former Columbia University professor, spoke about policies that affect aging, especially with regard to Medicare. She stated that any reform of Medicare by President Bush would likely include privatization of Medicare coverage, also shifting accountability of the program from the federal to the state government. Dr. Takamura concentrated on issues of minority groups, stating that they are most affected by policy changes. She stated that minorities, especially Latino and African American elders, have a lack

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fresh ideas about policy development were needed to accommodate such a diverse and fast growing demographic.

The first speaker, renowned gerontologist and author Dr. Ken Dychtwald, lectured on the "age wave" facing America. He stressed that due to people living longer, our attitudes about aging must change. Due to 80% growth occurring in the 55 and

## Employee Spotlight

**Gloria Bautista** - The department honors Gloria Bautista as Employee of the Month for May 2003. Having served the City and County of San Francisco as both a Personnel and a



Payroll Clerk, Ms. Bautista was suitably prepared to assume the position as Senior Personnel and Payroll representative. However, nothing could have prepared her to handle the demands of the position here at DAAS. Whereas most City Departments of similar size have three to five Human Resource personnel, DAAS has two. Ms. Bautista maintains the day-to-day Payroll and Personnel functions which include calculating, reviewing, verifying and posting complex payroll, timekeeping and personnel information, while also carrying out a number of adjunct duties and responsibilities. These duties often require researching a variety of sources for information including DHR, Civil Service, Workers Compensation, Unemployment and Retirement.

Ms. Bautista exhibits a stridently professional commitment to meeting deadlines and going above and beyond in accomplishing tasks. An

example of this was her effectively navigating the implementation of the new payroll system. Ms. Bautista has created a number of Human Resource tracking systems including an employee orientation checklist, Access Position Control, performance evaluations monitoring, personnel information update and employee leave information.

Ms. Bautista consistently provides rapid and cheerful service to DAAS staff, who turn to her with numerous requests for assistance. She is one of those rare employees who accept the daunting challenges of working within a government bureaucracy, while providing courteous proactive customer service.

**Patrick Hoctel** - The department honors Patrick Hoctel, Postgraduate Intern with the OOA, as Employee of the Month for June 2003. Mr. Hoctel came to our department two years ago and has produced an impressive body of work, including the Senior Central Evaluation, the Year-End

Update of the Area Plan, the DAAS Newsletter, the Case Management Training Program and last, but not least, the Mayor's Summit on Aging. Mr. Hoctel took the lead on each of these labor intensive and complex projects and succeeded admirably, bringing a collegial manner, attention to detail and unfailing sense of responsibility for managing all aspects of projects to which he was assigned. His superior writing skills, positive attitude, dedication, ability to work with others and professionalism have been a tremendous asset. Mr. Hoctel is a fine example of the kind of employee who inspires others to do their best. Mr. Hoctel has accepted a job with the IHSS Public Authority and left DAAS in June. Everyone at DAAS wishes him the very best in his future endeavors and hope to continue to work with him as part of the aging network. ■



of access to healthcare services. In developing policies, she emphasized the importance of considering race/ethnicity, gender, age cohorts, language, socio-economic status, sexual orientation, and disability of a consumer/patient. Mirroring what Dr. Dychtwald said, Dr. Takamura stated that policies must also recognize the increasing life span and chronic conditions of older adults.

Speaking about On Lok Senior Services, its executive director Jennie Chin Hansen stated, "the disability community and aging community come together on policy issues" at On Lok. She asserted that people with disabilities, young and old, should have options for home care and home directed care. However, people should still have control over making their own decisions; services like On Lok must be used as a tool for people to remain independent.

When surveying people over 50 years old with disabilities, she found that some feared losing their independence. In addition, caregivers who are mostly family members have to change their work schedule to fit the client's needs. She recognized the stress that can come with caregiving, especially for those sandwiched between caring for their parents and children. Although Ms. Hansen found that community based programs like On Lok significantly improved clients' lives, she also found that only 40% of communities

use such services. In addition, for every \$1 spent on community based care, \$2 is still spent on nursing care.

Spiritual teacher and author Ram Dass spoke about how spirituality has helped him in recovering from his own disability. Instead of focusing on the negative aspects of having a stroke, he has seen how the disability has given his life positive meaning, or grace. He said that, originally, he felt helpless with his condition. Not being able to communicate his needs verbally left him feeling powerless. Also, by having deficiencies in his ambulation, he was forced to abandon some control over his bodily functions. By reframing his experience, though, he found that the stroke has brought him benefits. Most importantly, he has allowed

people to take care of him, accepting others as caregivers.

The first panel on aging involved four speakers on services for minority populations. Concentrating on developing services in these communities, the panel discussed issues among the Latino, Asian/Pacific Islander, African American, and Lesbian, Gay, Bisexual and Transgender (LGBT) communities. All stressed that services need to be culturally appropriate,

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*Our Most Vulnerable - continued from page 1*

existing buildings, partner with owners to upgrade their facilities, and create housing with supportive services onsite to make the housing experience successful. The Sub-Committee also proposed that new staff be hired to work with housing developers of affordable and low-income housing, the Mayor's Office on Housing, Redevelopment Agency and HUD (Housing and Urban Development) to set aside a number of units for homeless seniors who are currently sheltered.

The Shelter Sub-Committee proposed to indefinitely extend the pilot senior Winter Shelter Program that was initiated in December 2002, because of the dozens of seniors who are turned away every night for lack of shelter. The city currently specifies 18 male beds and 10 female beds at the Episcopal Sanctuary. The Multi-Service Center South will maintain 10 male beds and the Marian Residence will provide two female beds. All of these spaces will be specifically for seniors. While San Francisco currently runs 10 shelters for homeless that are not age specific, seniors have special needs that make them vulnerable and difficult to serve if supportive services are not in place. The Sub-Committee will also identify potential sites for a senior specific shelter facility to address the needs of the seniors and remain open 24 hours a day instead of exposing seniors to risky weather, preying street people, and incompatibility with younger shelter residents.

The Shelter Sub-Committee proposed to implement a Quality Senior Care Training for homeless shelter staff/management. Seniors are more likely than younger populations to have disabilities, both physical and mental. They most often have special needs that make them vulnerable. The goal of the training is to

enhance the skills and knowledge of the shelter staff so that they are able to provide services and link seniors to appropriate services in the community. The Sub-Committee will still focus on making recommendations with regards to supportive services for seniors in the homeless shelters and to improve the existing shelter operation standards so that they are more senior friendly.

Darrick Lam, Executive Director of the Department of Aging and Adult Services appointed Edith Chan-Lee, Adult Protective Services supervisor for the dependent adult unit, to the Homeless Senior Task Force. Mrs. Chan came to San Francisco from Hong Kong, where she had extensive experience working with the dependent adult population as well as with the Hong Kong Housing Authority. After completing her graduate degree in social work, she worked with the North of Market Adult Day Health and Senior Services program where she became aware of the void in safe and permanent housing for this targeted population. She noticed a great number of homeless seniors on the street and wanted to participate in a solution-seeking process. Her knowledge and interest led to her appointment on the Task Force.

Mrs. Chan is the chairperson for the Shelter Programs Sub-Committee and her team is recommending training to enhance the skills and knowledge of shelter staff so they will learn to serve seniors with much greater success. The training will include age specific training on geriatric medical, social, and psychological issues. Experience providing direct services such as case management to homeless seniors will be one of the requirements as well as expertise in transitional and permanent housing resources.

The Homeless Senior Task Force undertook the above stated mission acknowledging that San Francisco is facing the worst budget crises in local and state history, slashing budgets in all representative agencies. However, there is shared optimism that the Board of Supervisors will adopt the recommendations, proposals, and policies of the Homeless Senior Task Force. There is a strong belief that the project will ultimately be cost-efficient for the City and County of San Francisco and hopefully be a model program for other counties with seniors in need. ■

*Edith Chan-Lee has been with the Department of Human Services and Department of Aging and Adult Services for a combined 7 years in supervisory capacities for the In-Home Supportive Services and the Adult Protective Services programs. She has also traveled extensively throughout the world and brings her empathy and social consciousness to her professional perspective.*

and that outreach and availability for these services are paramount. In addition, panel members stated that difficulties in providing assistance may be tied to language barriers and issues of trusting service providers. Laura Trejo, from the Los Angeles Department of Aging noted in this panel that there are different levels of cultural assimilation; as a result, different kinds of services are needed. San Francisco State professor Dr. Brian De Vries, in his presentation on LGBT issues, commented that in the LGBT community, friends are often more important than for heterosexual counterparts, and the San Francisco community could improve its efforts to give credence to those relationships. Dr. Julee Richardson, a specialist on aging in the African American community, stated that African American elders are highly involved with their churches. Because of this, the client's spiritual practices should be considered when developing a service plan. Finally, Dr. Donna Yee, Director of the Asian Community Center stated that among the Asian and Pacific Islander community, future immigrants will be more diverse in language and culture. In consequence, these immigrants will need more monolingual and specialized services.

Another panel was comprised of active seniors. These seniors spoke about services that they have received, as well as made recommendations for policy makers. Jan Faulkner, an activist in LGBT issues, believed that more education on LGBT issues was needed for service providers. Melvin Beetle, a homeless advocate, stated that at least 20% of the homeless population is elderly. He advocated for senior specific housing, aimed at fixed income clients. Rosalyn Chin-Ming Koo, an elder volunteer, has volunteered in the Chinese community since 1967. Maria Cristina Bosaric-Salem, elder activist, also stated that homeless seniors must be helped. In addition, she felt that all projects must have long-term benefits and goals.

Throughout the day, dozens of agencies shared material and information with participants at this event. People from all parts of the aging community contributed, including medical and social work service providers. At the end of the day, hundreds of people had listened to multiple speakers on aging, hopefully using the experience as a touchstone for new ideas and policies in elder care. ■

Finally, I would like to acknowledge the hard work of President Vera Haile, Vice President Joe Lacey, our Commissioners, and the many San Francisco community service providers who worked very hard to advocate to reinstate funding for DAAS programs. I would like to especially thank Marie Jobling from Planning for Elders in the Central City, and Jim Illig from Project Open Hand for their leadership, dedication and commitment to improving the lives of older adults and adults with disabilities. Together as a community we are working to restore and build better programs and services for the people we serve.

So, in closing, happy fiscal new year to our staff, community providers and consumers. I look forward to the challenges and rewards that we will face together in FY 2003-04. ■



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